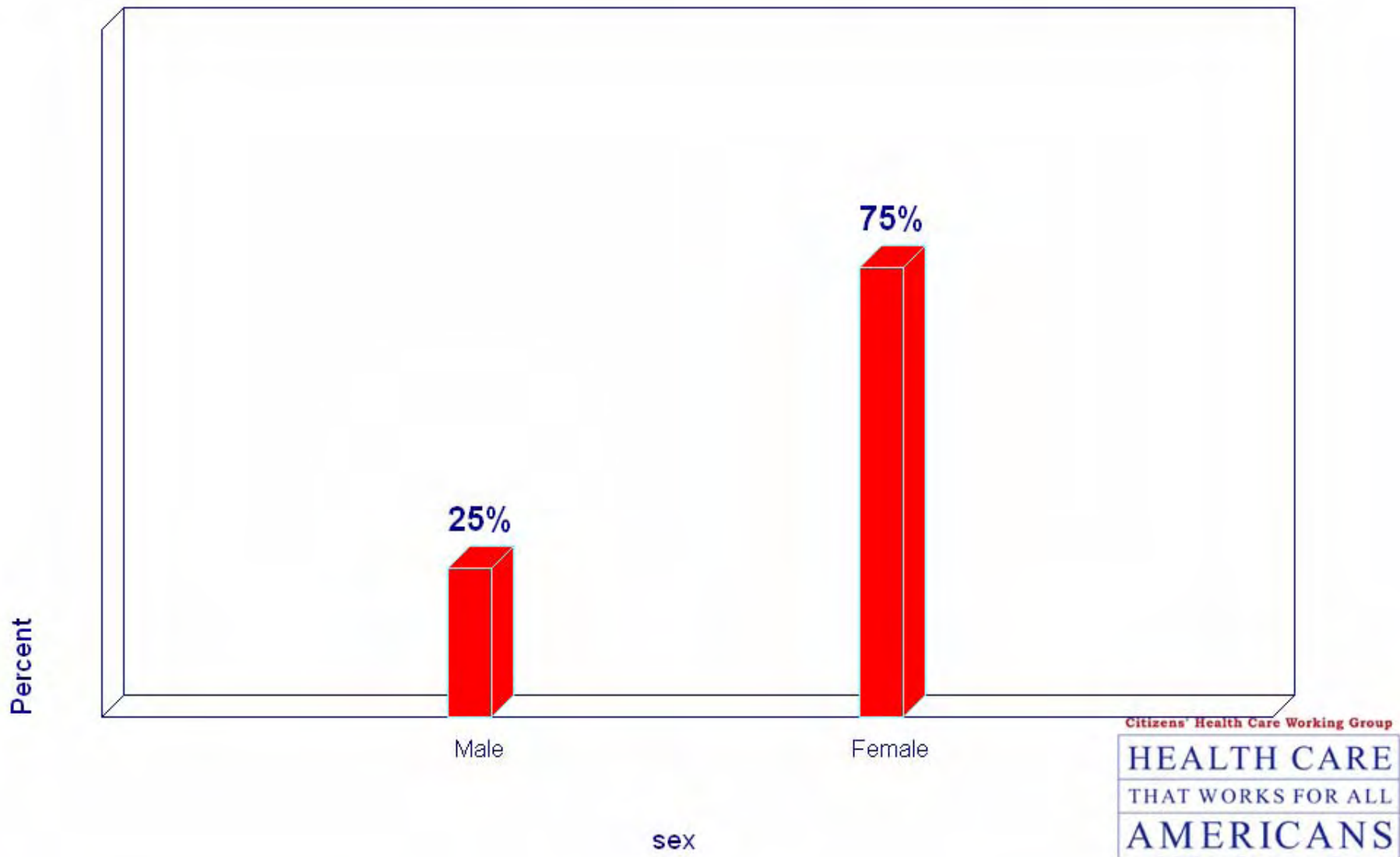
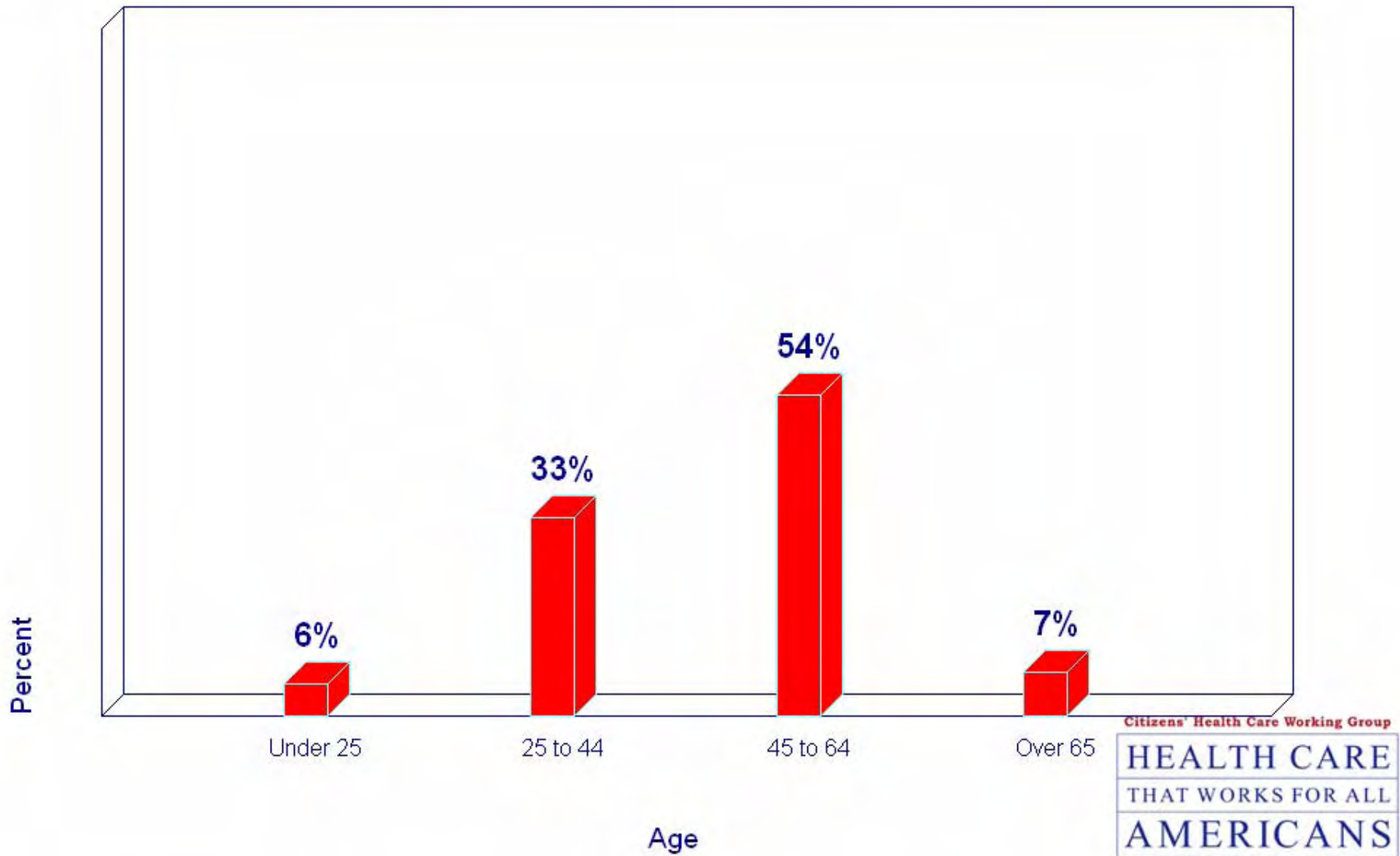


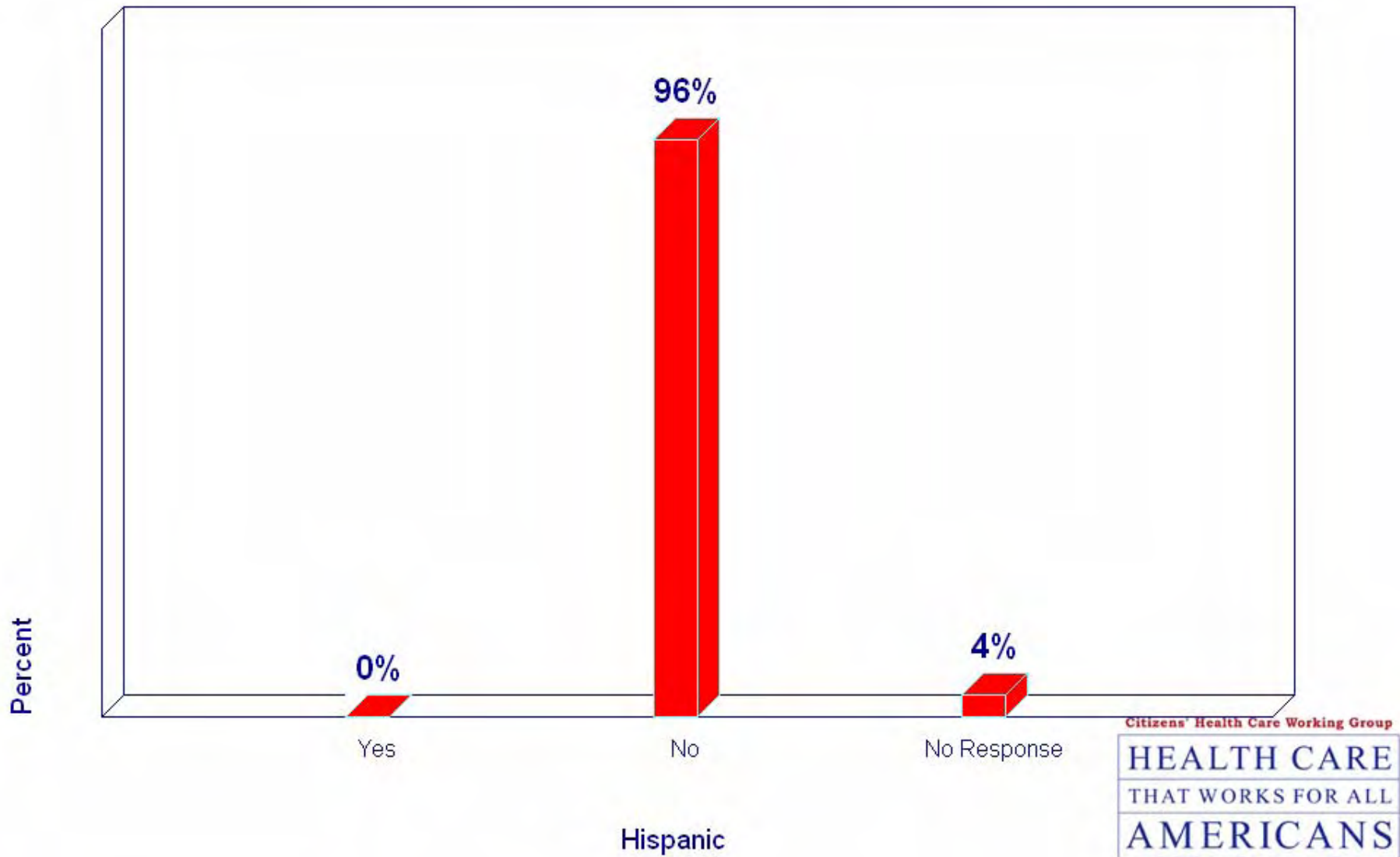
A- Are you male or female?



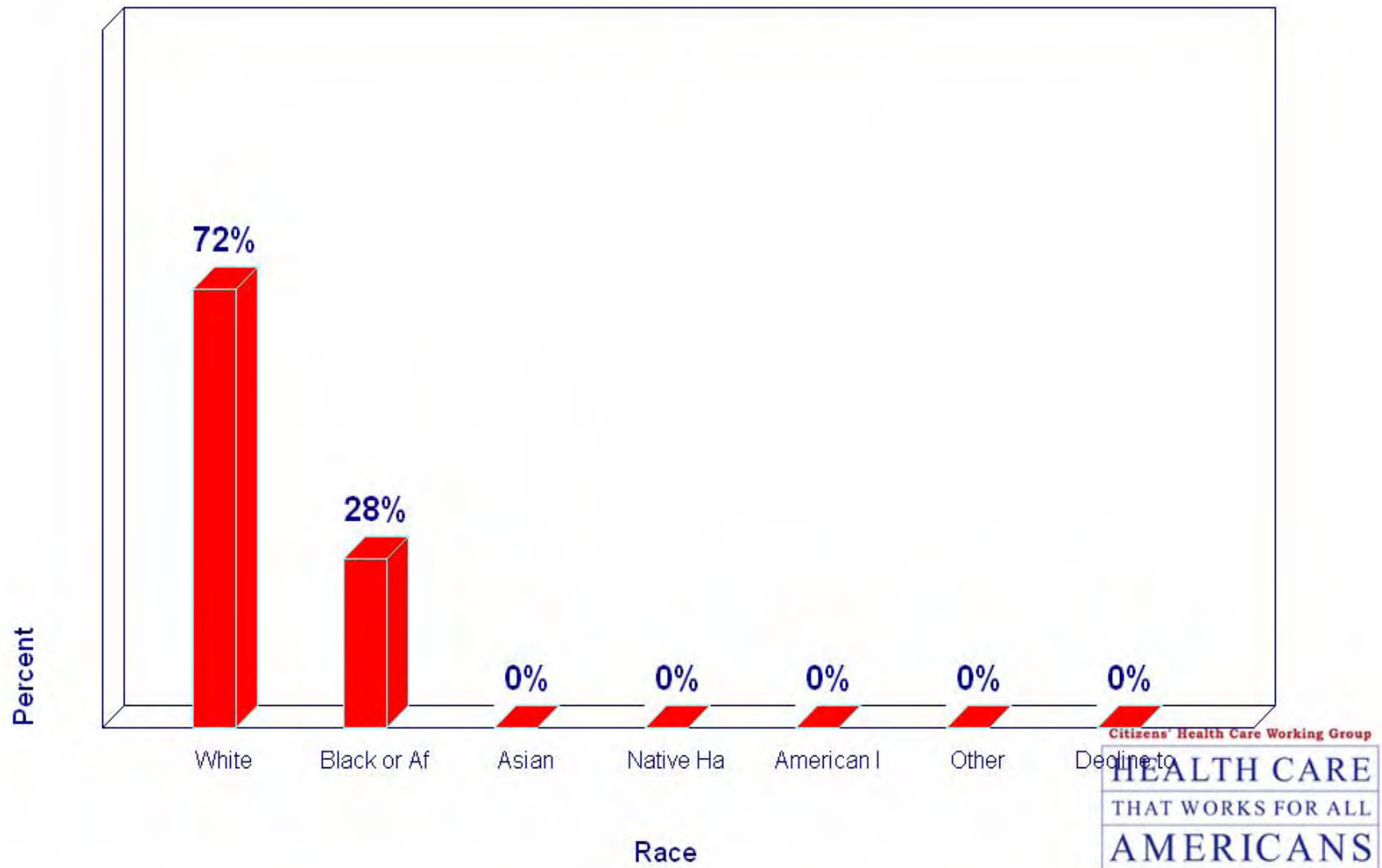
B- How old are you?



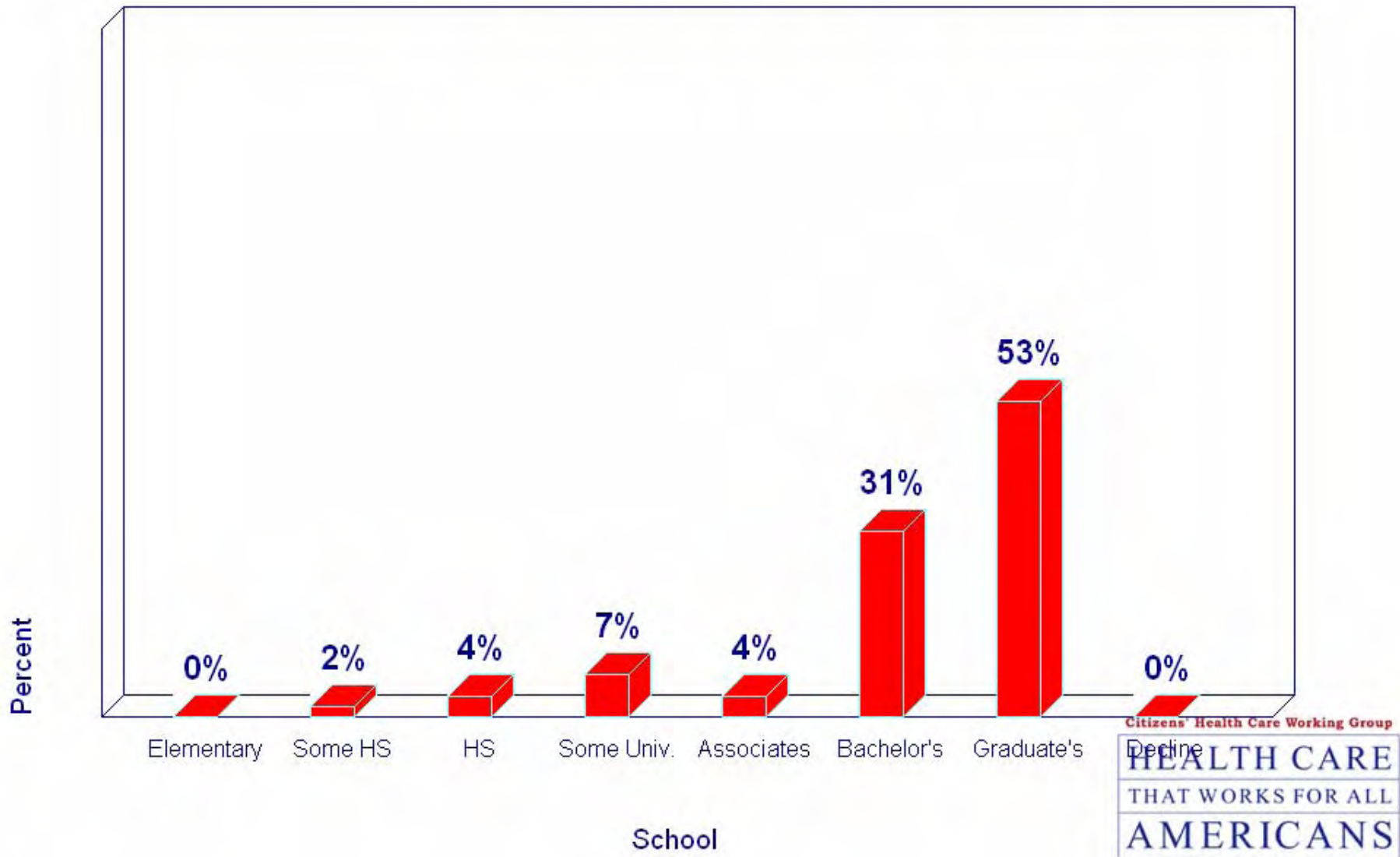
C- Are you Hispanic or Latino?



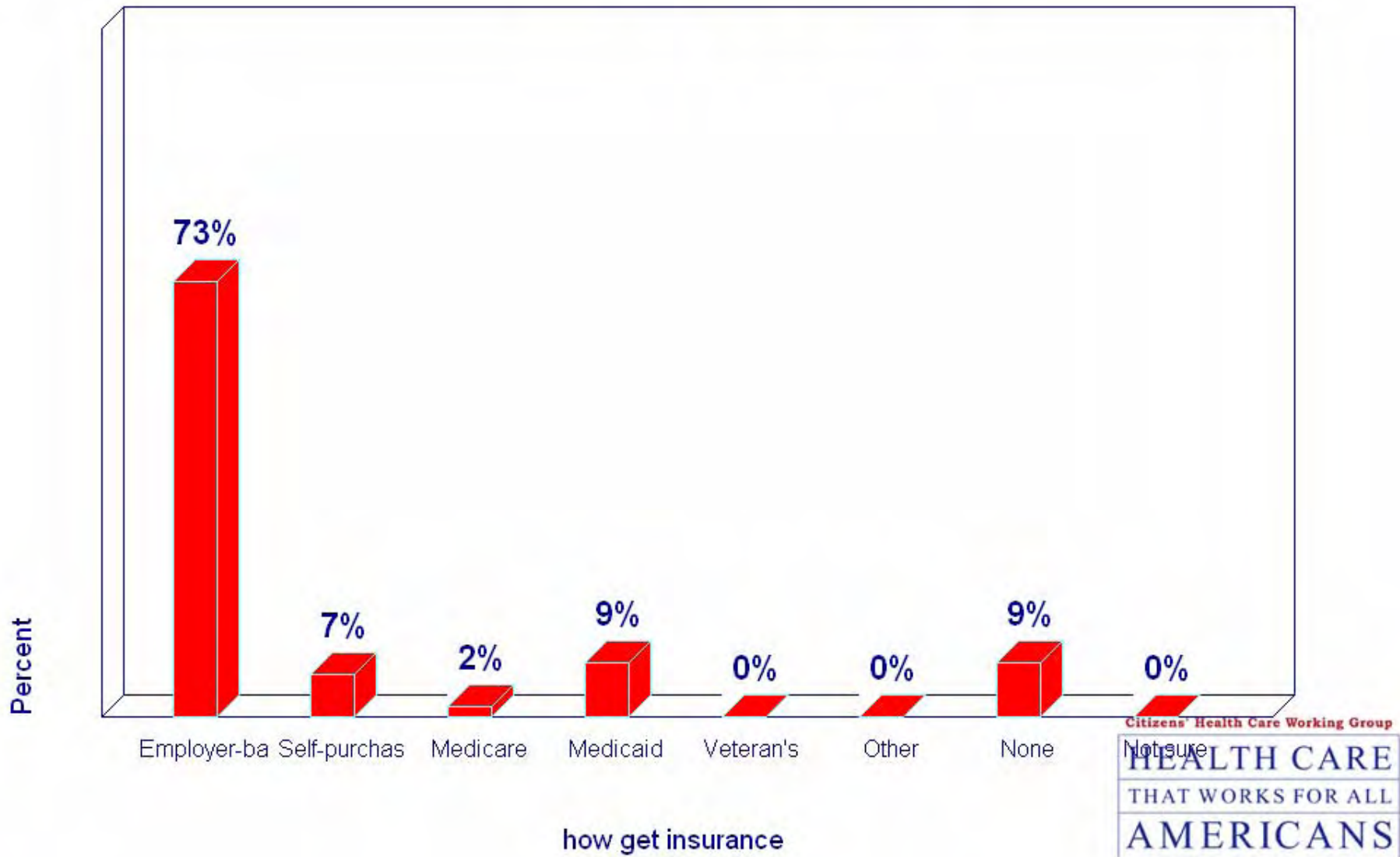
D- Which of these groups best represents your race?



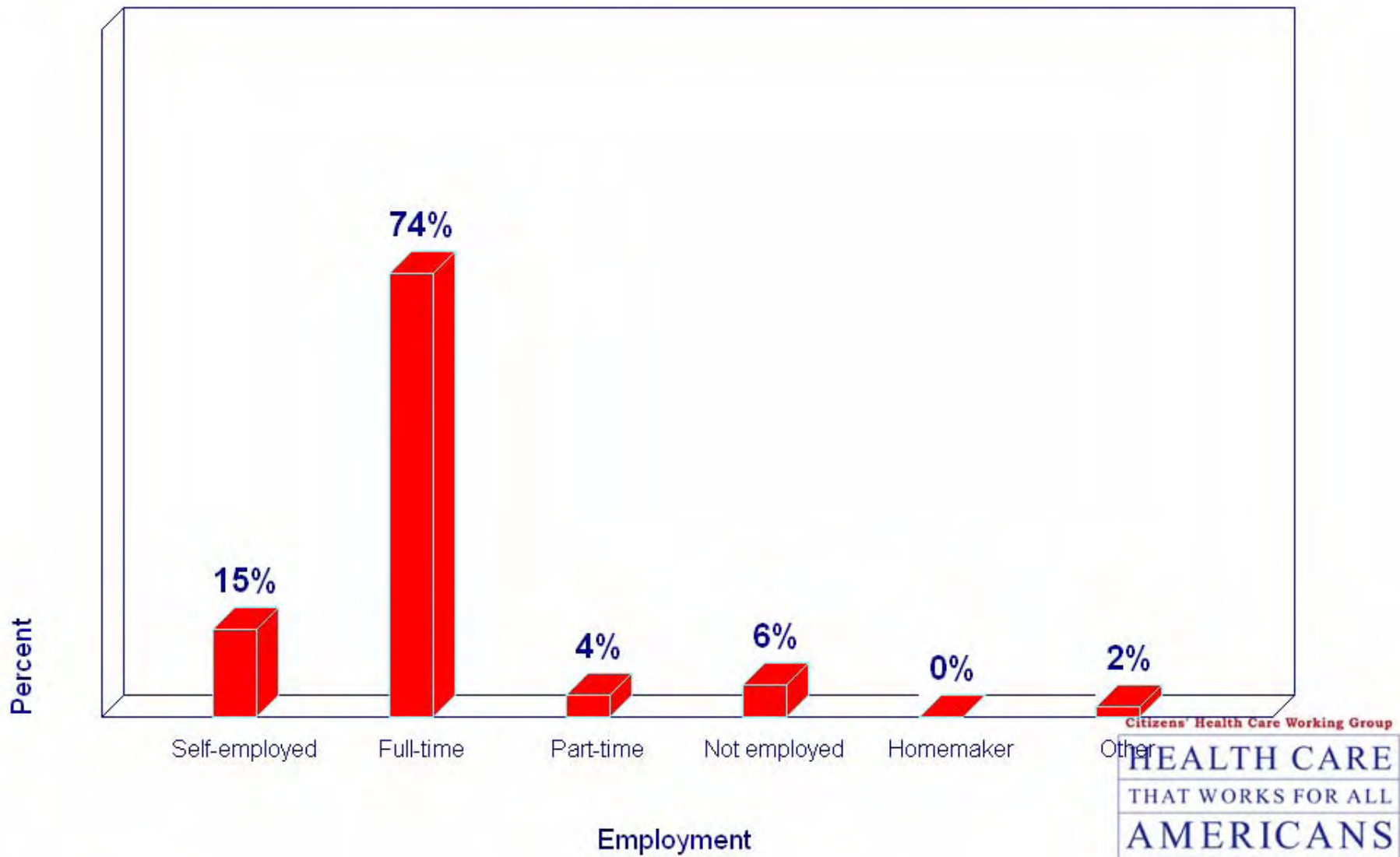
E- What is the highest grade or year of school you completed?



F- What is your primary source of health care coverage?



G- What is your employment status?



Which one of these statements do you think best describes the U.S. health care system today?

- | | |
|----------------------------------|-----|
| 1. It is in a state of crisis | 62% |
| 2. It has major problems | 33% |
| 3. It has minor problems | 5% |
| 4. It does not have any problems | 0% |
| 5. No opinion | 0% |

Citizens' Health Care Working Group

HEALTH CARE
THAT WORKS FOR ALL
AMERICANS

Which one of the following do you think is the MOST important reason to have health insurance?

- | | |
|--|-----|
| 1. To pay for everyday medical expenses | 23% |
| 2. To protect against high medical costs | 77% |
| 3. No opinion | 0% |

Citizens' Health Care Working Group

HEALTH CARE
THAT WORKS FOR ALL
AMERICANS



American Values

Jonathan Ortman

Moderator

www.citizenshealthcare.gov

Citizens' Health Care Working Group

HEALTH CARE
THAT WORKS FOR ALL
AMERICANS

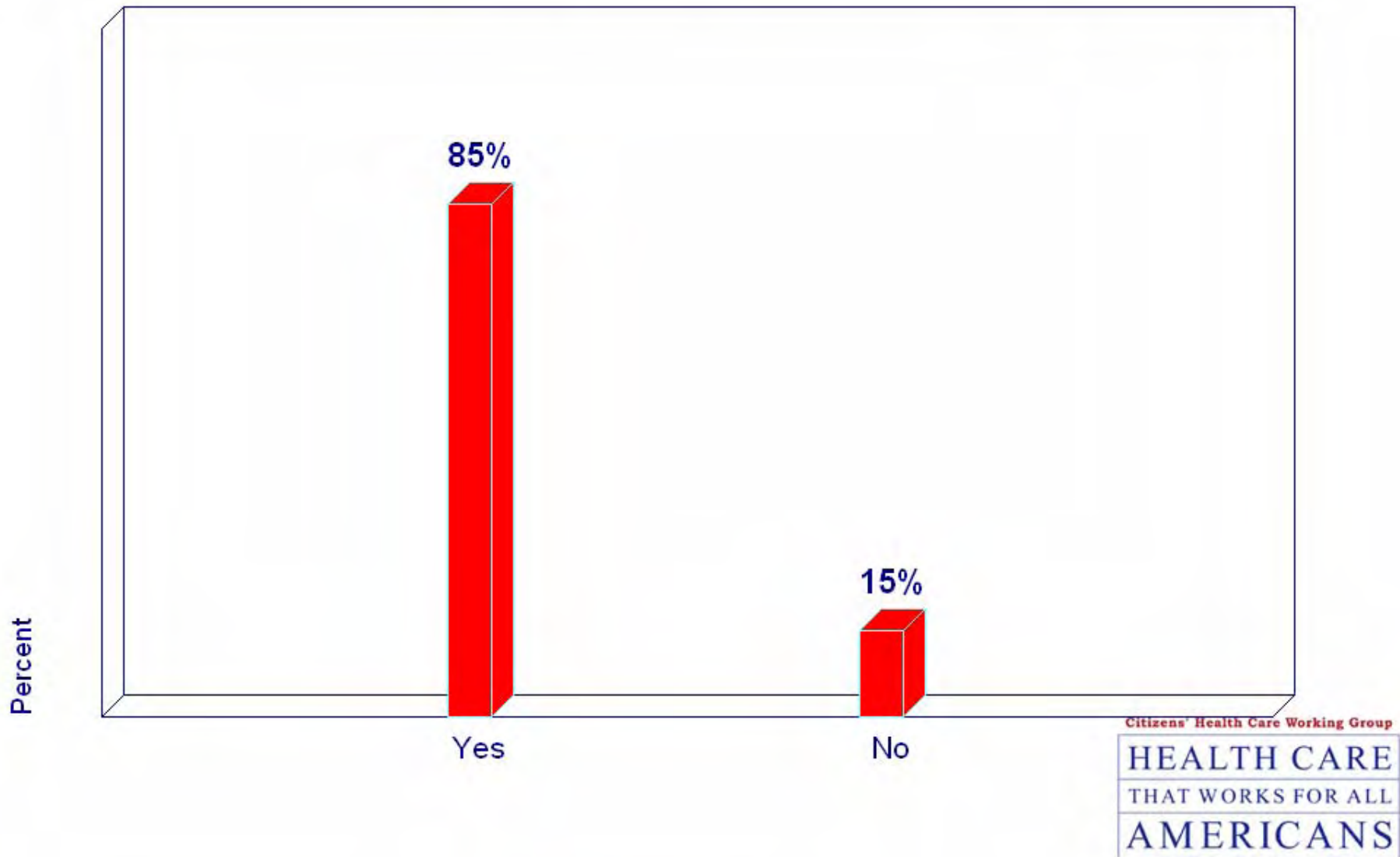
Of the most frequent answers the group gave, which of the values/principles are most important to you?

- | | |
|---|-----|
| 1. Accessibility to care and coverage | 46% |
| 2. Knowing what to do when | 6% |
| 3. Importance of having evidence-based care | 6% |
| 4. Assurance that communities have capacity to deliver care | 0% |
| 5. Consumer-driven | 13% |
| 6. Patient responsibility | 4% |
| 7. Equal access to different types of care (e.g. mental health) | 11% |
| 8. Choice to decide avenue to health care | 2% |
| 9. Baseline equity (regardless of income, race, etc.) | 13% |

Citizens' Health Care Working Group

HEALTH CARE
THAT WORKS FOR ALL
AMERICANS

B- Should it be public policy that all Americans have affordable health care coverage?





Deliberation 1: Benefits

Jonathan Ortman

Moderator

www.citizenshealthcare.gov

Citizens' Health Care Working Group

HEALTH CARE
THAT WORKS FOR ALL
AMERICANS

Which of these approaches would be the better way to provide coverage?

1. Providing coverage based on who you are (for example, people who have coverage through their employers or people who qualify for public programs because of age or because they are poor) as is the case currently 20%
2. Defining a level of services for everyone, regardless of their status, but with coverage assured only for that defined set of services 68%
3. Unsure 12%

Citizens' Health Care Working Group

HEALTH CARE
THAT WORKS FOR ALL
AMERICANS

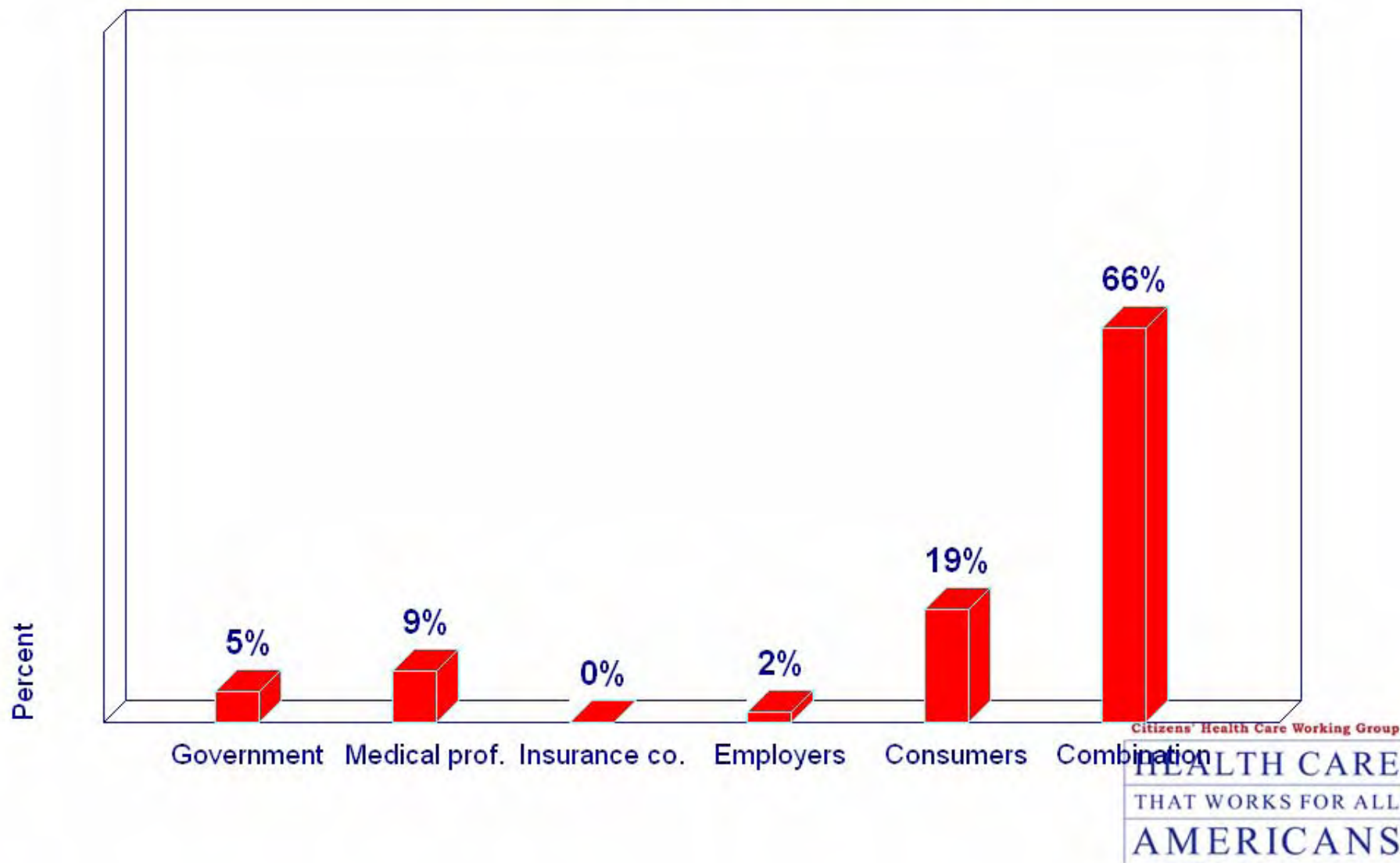
Of the most frequent answers the group gave, what would you add?

- | | |
|--|-----|
| 1. Limited eye care | 5% |
| 2. Change physician care to provider care | 15% |
| 3. Long-term care | 9% |
| 4. Disease management | 16% |
| 5. Case management / advocate for consumer | 11% |
| 6. Home health | 7% |
| 7. Expand prevention to include total wellness | 18% |
| 8. Nothing | 18% |

Citizens' Health Care Working Group

HEALTH CARE
THAT WORKS FOR ALL
AMERICANS

C- Who ought to decide what is in a basic benefits package?





Deliberation 2: Getting Health Care

Jonathan Ortman

Moderator

www.citizenshealthcare.gov

Citizens' Health Care Working Group

HEALTH CARE
THAT WORKS FOR ALL
AMERICANS

Which of these kinds of difficulties is the most important to address?

1. Transportation
2. Lack of insurance (or limits)
3. Lack of quality assurance
4. Availability of providers
5. Loss of employment & insurance
6. Physical infrastructure (not enough)
7. Access to culturally-competent care (language, appearance, etc.)
8. Moderate income citizens falling through gaps
9. Location (urban and rural areas)
10. Lack of emergency preparedness impacting ability to get care

Citizens' Health Care Working Group

HEALTH CARE
THAT WORKS FOR ALL
AMERICANS

Which of these kinds of difficulties is the most important to address?

1. Pre-existing conditions
2. Bureaucracy of system (particularly transferring from one provider to another)
3. Lack of virtual records (electronic medical records)
4. Lack of continuity of care (problems with continuum of care)
5. Inadequate Medicaid reimbursement
6. Pre-employment health screenings

In getting health care, what is most important to you?

- | | |
|---|-----|
| 1. Cost-effective care from a network of quality-oriented providers | 38% |
| 2. Culturally competent, affordable choice | 9% |
| 3. Access to providers & coverage | 18% |
| 4. Choice | 9% |
| 5. Equality of access between mental and physical health | 0% |
| 6. Consumer-driven & consumer-evaluated health care | 9% |
| 7. Access to information on outcomes | 5% |
| 8. More community based clinics to improve accessibility | 12% |
| 9. No undue barriers to specialty care | 0% |
| 10. Confidentiality | 0% |

Citizens' Health Care Working Group

HEALTH CARE
THAT WORKS FOR ALL
AMERICANS



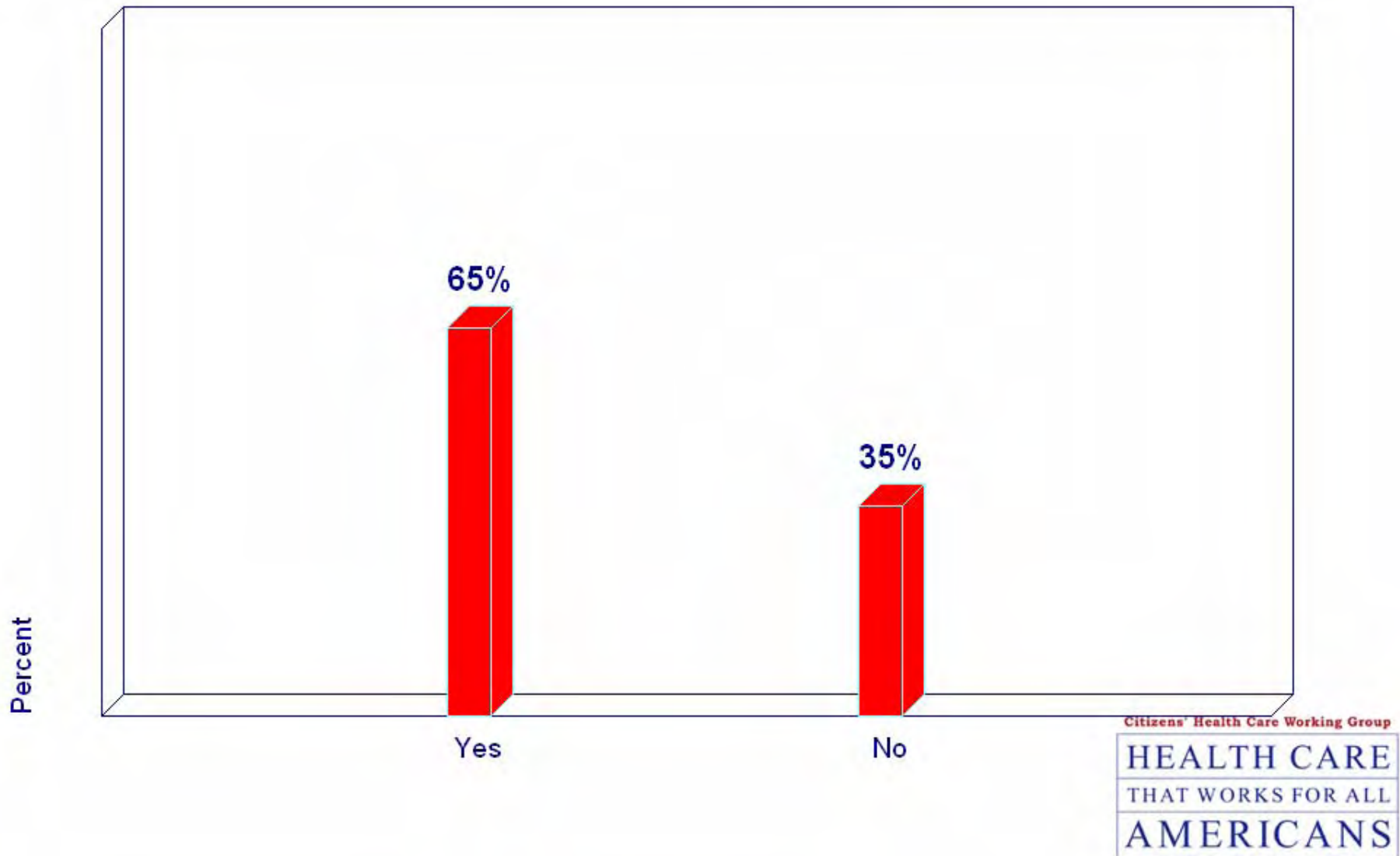
Deliberation 3: Financing

Jonathan Ortman
Moderator

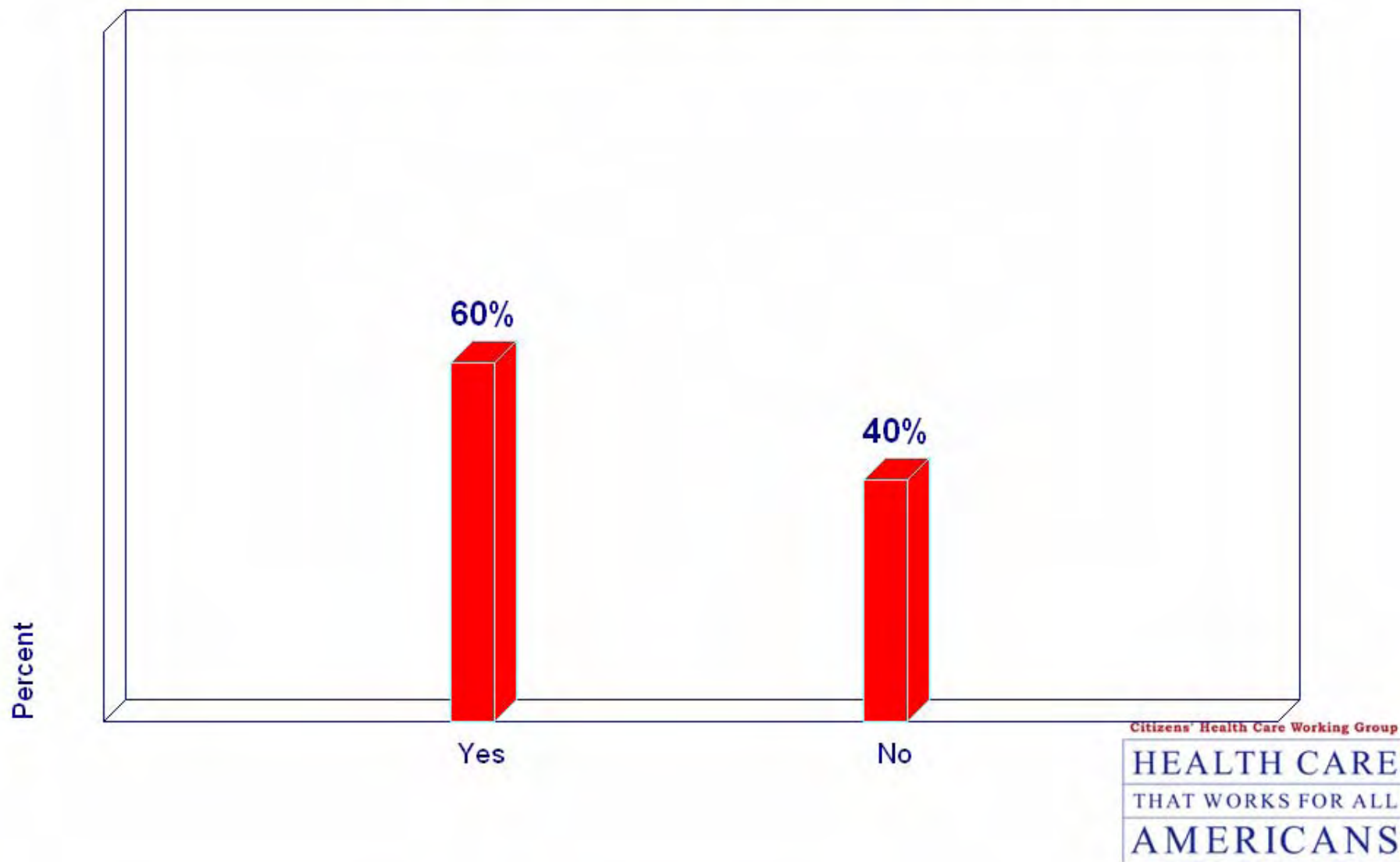
www.citizenshealthcare.gov

Citizens' Health Care Working Group
HEALTH CARE
THAT WORKS FOR ALL
AMERICANS

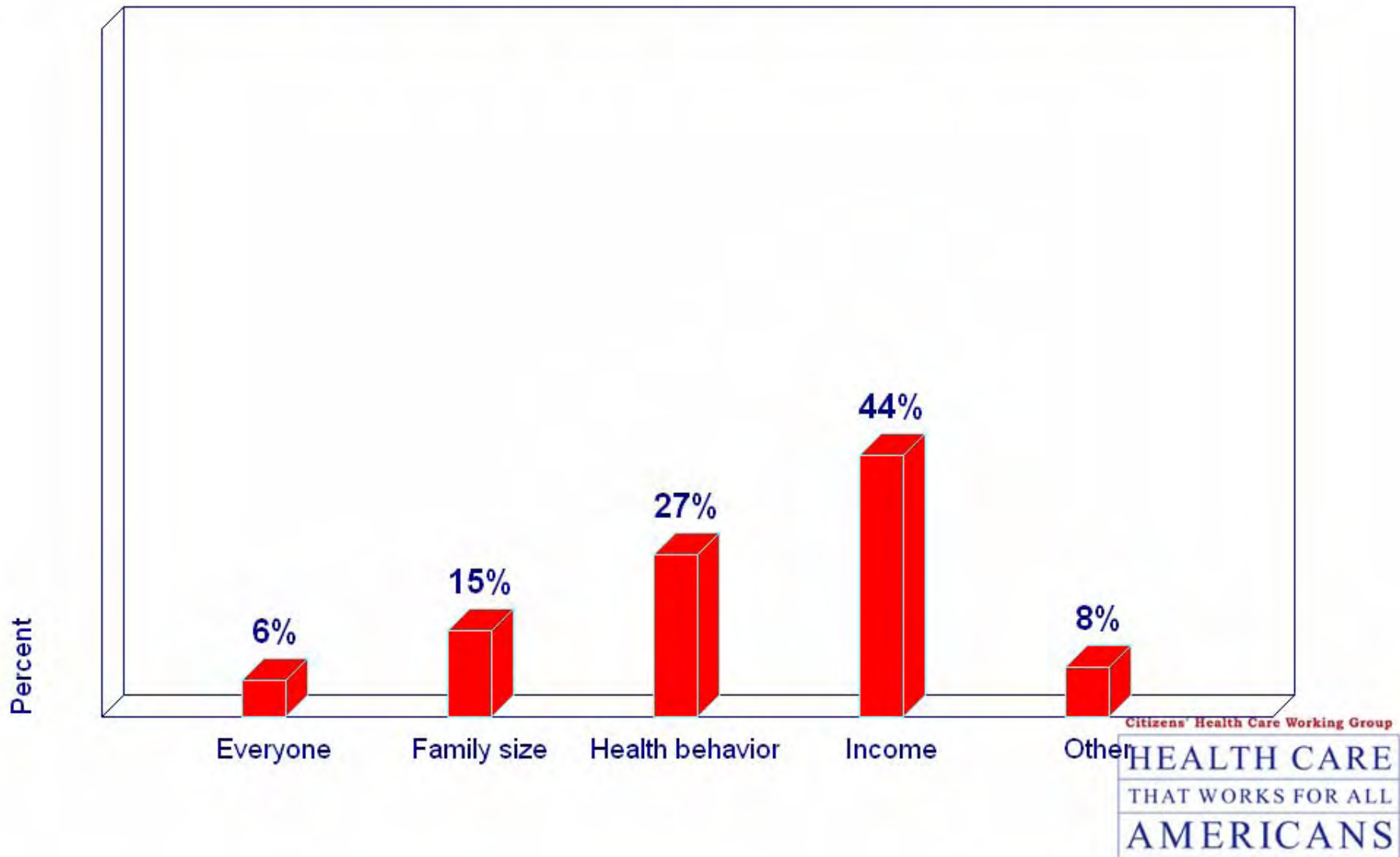
A- Should everyone who can afford to do so be required to enroll in basic health insurance?



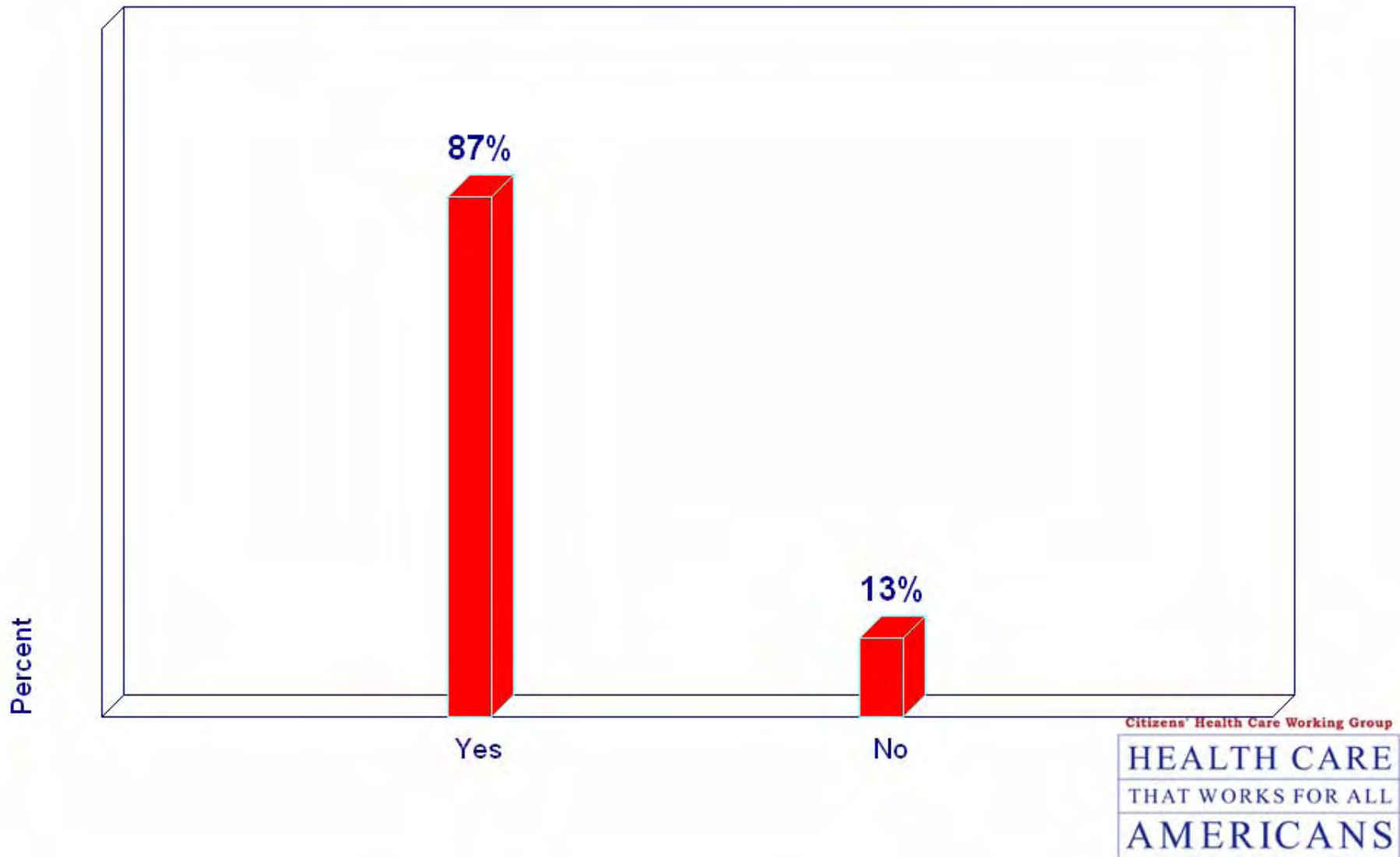
B- Should some people be responsible for paying more than others?



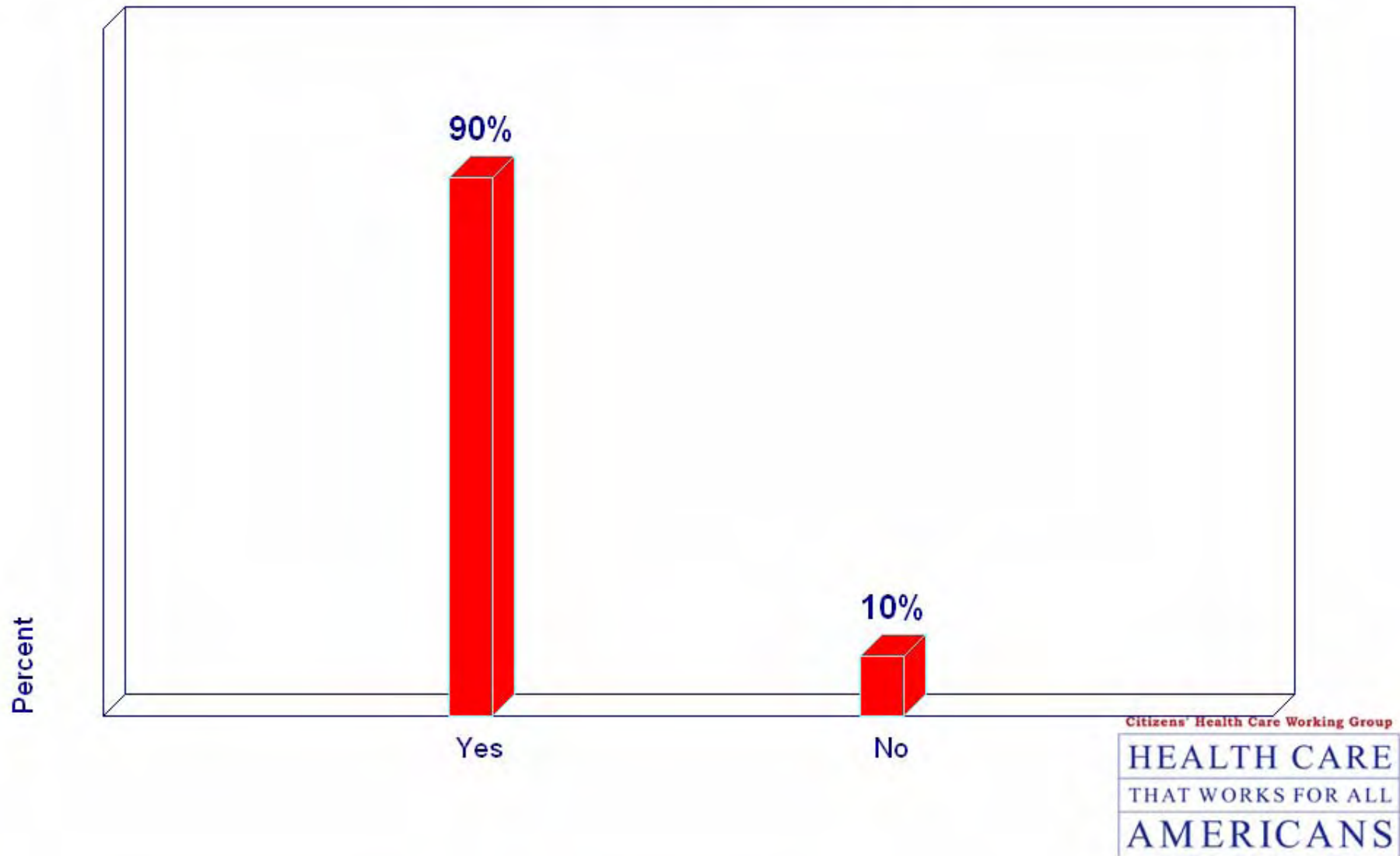
C- What criteria should be used for making some people pay more?



D- Should public policy continue to use tax rules to encourage employer-based health insurance?



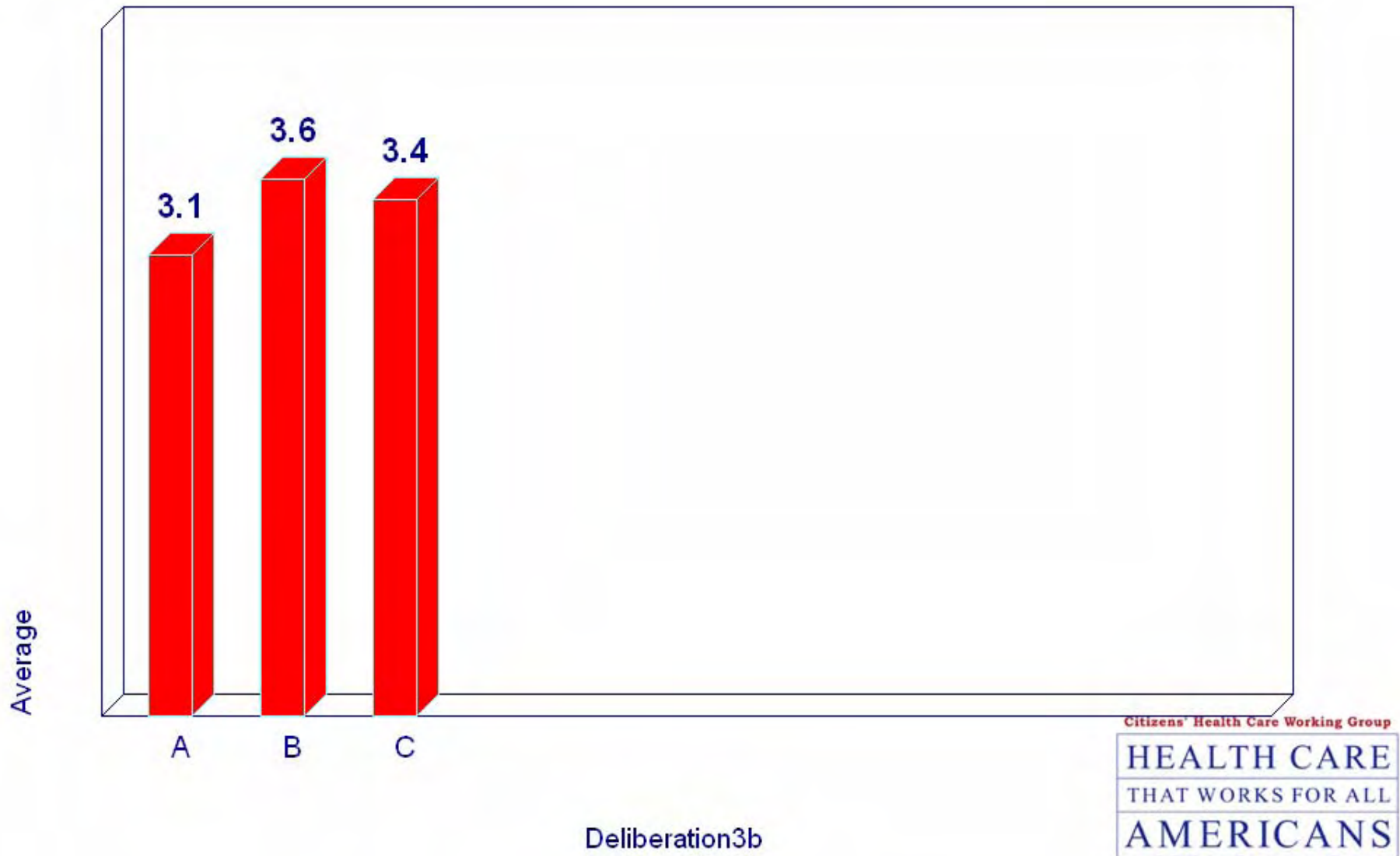
E- Do you think government resources should continue current programs that cover some people who can't otherwise afford it?



On a scale of 1 (strongly disagree) to 5 (strongly agree):
Please rate your level of agreement with the following
responsibilities of individuals and families:

- A- Guardians of quality of care
- B- Appropriate utilization
- C- Patient must act as a consumer (skin in the game)

Average Response to all Polls



Which of these steps is the most important to take?

- | | |
|---|-----|
| 1. Enhance prevention, wellness / health promotion | 27% |
| 2. Support for community-based services | 16% |
| 3. Disease management | 9% |
| 4. Incentivize medical centers to reduce admin costs | 0% |
| 5. Realistic health care charges | 11% |
| 6. Setting realistic goals b/w patient and provider | 2% |
| 7. Proper pharmaceutical utilization | 2% |
| 8. Reduce pharmaceutical costs | 11% |
| 9. Choose appropriate level of provider (consumer incentives) | 5% |
| 10. Consumer education and participation in care | 16% |

Citizens' Health Care Working Group

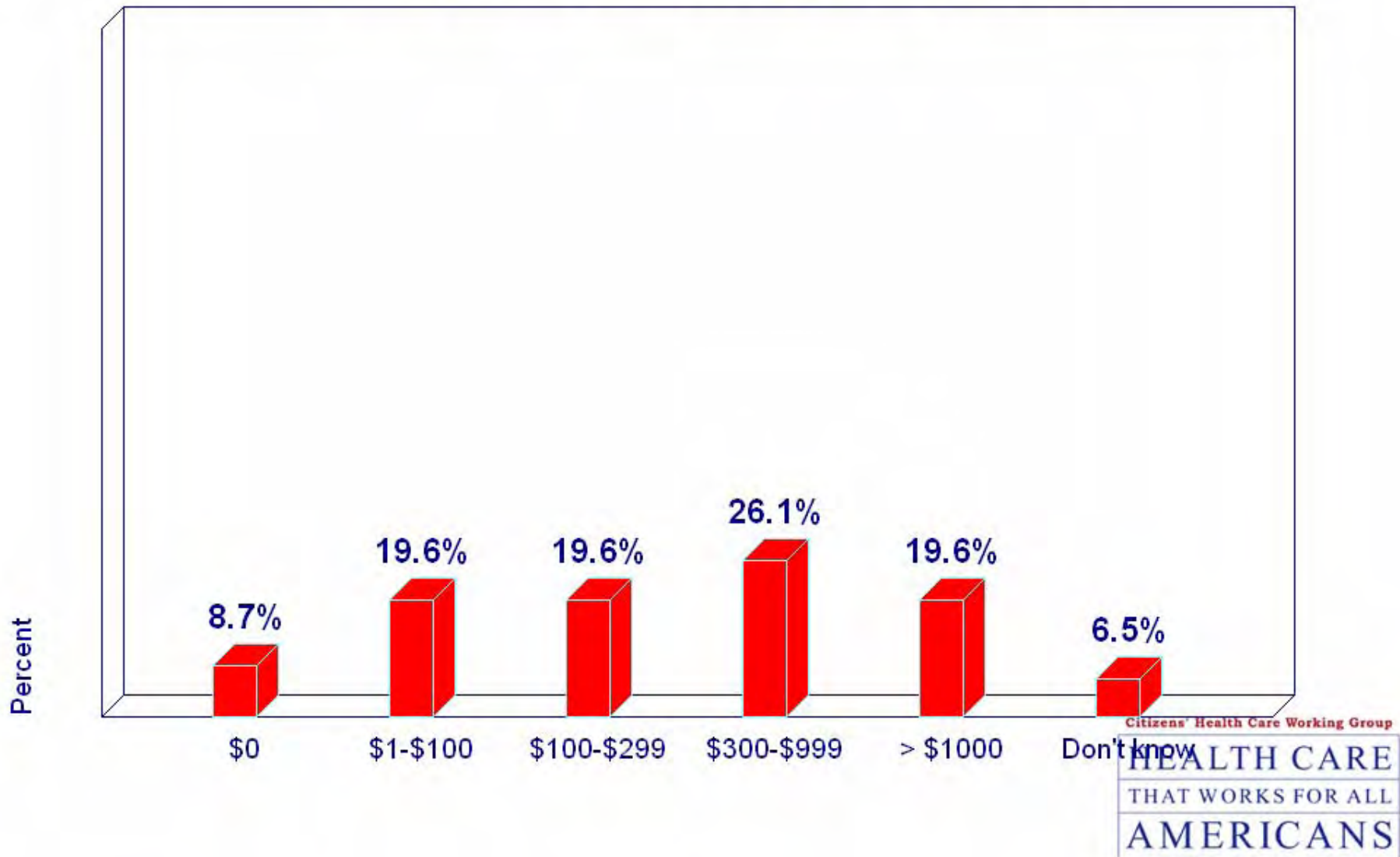
HEALTH CARE
THAT WORKS FOR ALL
AMERICANS

-
- | | |
|--|-------|
| 1. Tort reform | 6.1% |
| 2. Consumer responsibility | 24.5% |
| 3. Insurance reform | 10.2% |
| 4. Disclosure and transparency regarding costs & billing | 16.3% |
| 5. Increasing access to home-based services (less institutionalization) | 20.4% |
| 6. Eliminate (or restrict) direct-to-consumer advertising for pharmaceutical industry | 6.1% |
| 7. Requiring preventive care (e.g. routine checkups) in order to reduce chronic disease (and reduce costs in the long run) | 14.3% |
| 8. Penalize industries that enable unhealthy lifestyles (e.g. fast food, tobacco, etc.) | 2.0% |

Citizens' Health Care Working Group

HEALTH CARE
THAT WORKS FOR ALL
AMERICANS

A- How much more would you personally be willing to pay in a year (in premiums, taxes, or through other means) to support efforts that would result in every American having access to affordable, high quality health care coverage and services?



Considering the rising cost of health care, which of the following should be the MOST important priority for public spending to reach the goal of health care that works for all Americans?

1. Guaranteeing that there are enough health care providers, especially in areas such as inner cities & rural areas 7%
2. Investing in public health programs to prevent disease, promote healthy lifestyles, and protect the public in the event of epidemics or disasters 24%
3. Guaranteeing that all Americans have health insurance 37%
4. Funding the development of computerized health information to improve the quality & efficiency of health care 9%
5. Funding programs that help eliminate problems in access to or quality of care for minorities 0%
6. Funding biomedical & technological research that can lead to advancements in the treatment & prevention of disease 2%
7. Guaranteeing that all Americans get health care when they need it, through public "safety net" programs (if they can not afford it). 17%
8. Preserving Medicare & Medicaid 4%

Citizens' Health Care Working Group

HEALTH CARE
THAT WORKS FOR ALL
AMERICANS

Considering the rising cost of health care, which of the following should be the 2nd most important priority for public spending to reach the goal of health care that works for all Americans?

1. Guaranteeing that there are enough health care providers, especially in areas such as inner cities & rural areas 9%
2. Investing in public health programs to prevent disease, promote healthy lifestyles, and protect the public in the event of epidemics or disasters 33%
3. Guaranteeing that all Americans have health insurance 11%
4. Funding the development of computerized health information to improve the quality & efficiency of health care 11%
5. Funding programs that help eliminate problems in access to or quality of care for minorities 7%
6. Funding biomedical & technological research that can lead to advancements in the treatment & prevention of disease 0%
7. Guaranteeing that all Americans get health care when they need it, through public "safety net" programs (if they can not afford it). 28%
8. Preserving Medicare & Medicaid 2%

Citizens' Health Care Working Group

HEALTH CARE
THAT WORKS FOR ALL
AMERICANS

Considering the rising cost of health care, which of the following should be the 3rd most important priority for public spending to reach the goal of health care that works for all Americans?

1. Guaranteeing that there are enough health care providers, especially in areas such as inner cities & rural areas 13%
2. Investing in public health programs to prevent disease, promote healthy lifestyles, and protect the public in the event of epidemics or disasters 21%
3. Guaranteeing that all Americans have health insurance 9%
4. Funding the development of computerized health information to improve the quality & efficiency of health care 6%
5. Funding programs that help eliminate problems in access to or quality of care for minorities 11%
6. Funding biomedical & technological research that can lead to advancements in the treatment & prevention of disease 11%
7. Guaranteeing that all Americans get health care when they need it, through public "safety net" programs (if they can not afford it). 23%
8. Preserving Medicare & Medicaid 6%

Citizens' Health Care Working Group

HEALTH CARE
THAT WORKS FOR ALL
AMERICANS